



Department of ADMINISTRATIVE SERVICES *Job Postings*



DEPARTMENT OF SOCIAL SERVICES JOB OPPORTUNITY INFORMATION TECHNOLOGY MANAGER 1 INFORMATION TECHNOLOGY DIVISION

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: The Public and current state employees

Location: 55 Farmington Avenue, Hartford, CT

Job Posting No: 82862

Hours: 40 Hours per Week

Salary: MP-66 \$90,282.00 - \$123,104.00 annually

Closing Date: April 18, 2017

Eligibility Requirement: This is a noncompetitive classification that **DOES NOT** require candidates to have applied for and passed the IT Manager 1 examination. **EXAMINATION IS NOT REQUIRED. Candidates MUST POSSESS the GENERAL EXPERIENCE to qualify.**

Preferred candidates will possess the following:

- Hands on technical manager
- Oversight managing contractors, concentrating on quality and timeliness of delivered products and conforming to SDLC.
- Provide IT support for project Business System Design (BSD) sessions.
- Conduct and provide ownership of project Technical Detail Design (TDD) sessions. Review and ensure completed TDD's are complete and accurate and validate against the BSD.
- Provide leadership for project QC and testing teams verifying the planning and review comprehensive results.
- Responsible for oversight of incident investigation, project planning and Status updates.
- Work closely with business partners, system integrators, and other state agencies.
- Ability to develop, review, and monitor operational procedures.
- Active member of the ITS PMO and project tracking groups.
- Must have a wide range of IT experience including design, development, testing, and infrastructure.
- Must have strong Project Management skills.
- Off hour support when needed (on-call).
- Strong written and verbal Communication skills.

Knowledge, Skills and Abilities:

Plan and Deploy for Business Results, which includes the ability to develop and implement business plans, IT plans, budget plans, and human resource plans in order to maximize budget allocations, technology, personnel and other resources to achieve agency and program goals.

Lead Change, which includes innovation, the ability to be a creative problem solver and a strategic thinker, and the ability to recognize and develop opportunities to grow and develop information technology services in response to customers and a changing work environment.

Focus on Results and Quality, including exercising and promoting accountability, and the ability to analyze surveys, financial and other data, and use strategic planning and performance measurement techniques to continuously improve performance and maintain competitiveness.

Understand Customers and Markets, which includes the ability to establish customer satisfaction and loyalty, forecast and conduct market analyses, keep ahead of industry trends and incorporate "best practices" into information technology operations.

Lead People, including the ability to resolve conflict, communicate effectively, coach and train employees, recognize performance, and foster diversity and teamwork.

Build Coalitions, including the ability to explain and advocate facts and ideas in a convincing manner, to negotiate with individuals and groups internally and externally, to gain cooperation from others, and to identify the internal and external politics that impact the work of the organization.

Business knowledge to include knowledge of the technical, professional, procedural and legal requirements of the specific information technology area.

General Experience:

LEVEL 1, 2, 3, and 4: Ten (10) years of experience in computer or network administration, architecture, operations, production control, systems development, information technology analysis and planning.

Special Experience:

1. LEVEL 1: Three (3) years of the General Experience must have been in a lead capacity.
Note: For State Employees, this is interpreted to be at the level of an Information Technology Analyst 3.

Substitution Allowed:

1. College training in computer science, management information systems or a closely related field may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one half (1/2) year of experience to a maximum of four (4) years for a Bachelor's Degree.
2. A Master's Degree in computer science, management information systems or a closely related field may be substituted for one (1) additional year of the General Experience.
3. For the Information Technology Manager 1 level only, for State Employees, four (4) years of experience as a Computer Operations Supervisor may be substituted for the Special Experience.

Special Requirement:

1. The Information Technology Project Manager is limited to the Department of Administrative Services, Bureau of Enterprise Systems and Technology and Centers of Information Technology Excellence as identified by the statewide Chief Information Officer. Managers functioning in this capacity oversee a portfolio of large, long range or multiple on-going projects. The complexity of the assignment is determined by project scope, risk exposure, span of control, diversity of skill-sets and capabilities as well as the size of project budget and number of team members. They oversee all phases of projects from conception to completion utilizing PMI standards.
2. Incumbents assigned to positions designated to perform Information Technology Project Management may be required to possess Certification as a Project Management Professional (PMP).
3. The Solutions Architect is limited to the Department of Administrative Services, Bureau of Enterprise Systems and Technology and Centers of Information Technology Excellence as identified by the statewide Chief Information Officer. Managers functioning in this capacity oversee all aspects of solution architect projects which includes the development of technology solutions and mapping business requirements to systems and technical requirements ensuring alignment with the enterprise architectural plan.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

Application Instructions: Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment ([CT-HR-12](#)). Please **e-mail** your completed CT-HR-12, a cover letter and two (2) supervisory reference letters (State employees must submit their two (2) most recent Performance Appraisals and Attendance Records from April 2015 to present instead of references) to:

HR.DSS@ct.gov

All application materials must be included in ONE attachment and PDF is preferred. Please reference the job posting number on the subject line of the e-mail.

APPLICATIONS MUST BE RECEIVED BY TUESDAY APRIL 18, 2017 CLOSE OF BUSINESS

Late or incomplete applications will not be considered.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.

If you are requesting special accommodations under the provisions of the Americans with Disabilities Act (ADA) please contact the Affirmative Action Division at 860 424-5040